

Who is the current Incumbent for this opportunity?

This information is confidential.

If there is an incumbent, then why are you looking for other companies? Are you not satisfied with them?

Our current contract will be expiring.

If there is an incumbent, then are they bidding for this opportunity?

This is a public bid event and any interested company is permitted to submit a bid/proposal.

What is the allocated budget for this opportunity?

This information is confidential.

Regarding the hosting requirements for this project, do you require cloud hosting, or should the hosting be managed on the vendor's premises?

We have an established cloud hosting vendor.

Are there any regulations and compliance standards that the Positive Peers app adhere to? Are there HIPAA requirements or other privacy regulations that apply?

Yes, since Positive Peers is for young people with HIV we require strict adherence to HIPPA and privacy.

Are there any specific accessibility standards to be followed?

Please see RFP regarding language accessibility. Additionally, we appreciate all efforts toward greater accessibility in general (i.e. - color contrast for ease of reading text, etc.).

Can you describe the current technology stack? Are you anticipating any changes?

Wordpress serves two different roles within the project - public website & private backend. We have a bitbucket account we will share with the selected vendor after a contract is in place. For the app, the following technology has been utilized: Titanium SDK (Alloy is the MVC framework that is part of

Titanium SDK and is used for Architecture), Java JDK 8, Xcode and/or Android Studio, Node.js. Modules are various Firebase modules so that we can utilize the native Firebase SDK in the app via JavaScript bindings. We are using Parse JS SDK in the app instead of the native iOS and Android SDKs. The Real-Time Chat is managed via the Parse Server's API called "LiveQuery" which utilizes websockets.

Where is it currently hosted? Do you anticipate any changes?

Currently hosted with a cloud-based server vendor under separate contract. No changes anticipated.

Who will be evaluating the proposals?

Our internal team that has worked on Positive Peers since its inception.

What CMS is currently being used for the website?

Sitecore

Are there any known bugs or recurring issues that we should be aware of?

Events is currently being worked on - there have been issues with this feature that should be resolved within the next month or two. No recurring issues.

Are there any third-party systems or services that the Positive Peers app needs to integrate with? If so, can you provide details about these systems?

Not at this time.

Please share the ticket volumes and dump for the last 12 months for the Positive Peer Application.

This information is not known.

Kindly provide, How many environments are in - scope for Maintenance Support?

The question is not understood but maybe this will help -there is an app and a website. There are 3 user levels in the app - guest, registered user (includes clinical trial participants and others) and admin user.

Please share the current team size/composition and responsibilities for each of the requested roles (Developer, Project Manager , Data analyst, Support Analyst etc.)

The current team includes a developer and a project manager and sometimes others in the organization help when needed (i.e. an app architect / user experience designer role type of person was used when we upgraded the app to version 2.0).

Please confirm, Does MetroHealth allows the services to be provided outside the US locations ? Please let us know if there is any limitations and consideration for offshoring.

The bid specification document addresses Offshoring. The document states that if a vendor or any subcontractor will be performing any services under this engagement outside of the United States, a description is required to be provided in the proposal.